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April 10, 2020

Steve Kahl  
Director of Administration/Executive Secretary  
North Dakota Public Service Commission  
State Capitol  
600 East Boulevard, Dept. 408  
Bismarck, ND 58505-0408

**RE: In the Matter of Notifying the Commission of Otter Tail Power Company's  
Major Service Interruptions - Annual Summary for 2019  
Case No. PU-20-**

Dear Mr. Kahl:

Enclosed in the above-referenced matter are an original and seven (7) copies of Otter Tail Power Company's Annual Summary of North Dakota Major Service Interruptions for the 2019 calendar year.

An electronic copy of this Summary is also being sent to the North Dakota Public Service Commission at [ndpsc@nd.gov](mailto:ndpsc@nd.gov).

If you have any questions regarding this filing, please contact me at 218-739-8699 or at [wolson@otpc.com](mailto:wolson@otpc.com).

Sincerely,

*/s/ WENDIA. OLSON*  
Wendi A. Olson  
Regulatory Compliance Specialist

cjh  
Enclosures  
By electronic filing and First-Class mail

1 PU-20-174 Filed 04/10/2020 Pages: 4  
2019 summary of major service interruptions  
Otter Tail Power Company  
Wendi Olson

**Otter Tail Power Company  
Major Service Interruptions – Annual Summary  
(Outage Report)  
For the year 2019**

**Background**

In August 2005, Otter Tail Power Company (Otter Tail) agreed to provide the North Dakota Public Service Commission with service interruption information that entailed interruptions within North Dakota (ND) affecting 500 or more customers for one hour or more.

**Annual Summary – 2019**

In 2019, there were thirteen (13) interruptions that met the reporting criteria described above or were considered significant enough to be reported. Each interruption is described below.

**January 29, 2019 – McClusky, Turtle Lake, Goodrich and Mercer**

There were approximately 800 customers in the communities of McClusky, Turtle Lake, Goodrich and Mercer that were affected by a service interruption on January 29, 2019. The interruption was approximately 1 hour and 8 minutes long from 4:27 a.m. to 5:35 a.m. It was due to extreme cold and high winds that caused equipment failure (insulators).

**April 6, 2019 – Fessenden and Hamberg**

The Fessenden and Hamberg communities were without power for approximately 1 hour and 15 minutes from 1:40 p.m. to 2:55 p.m. on April 6, 2019 affecting 666 customers. This interruption was caused by an insulator that failed causing damage to a switch.

**May 17, 2019 – St. Thomas, Fordville, Hoople, Edinburg and Minto**

Approximately 1460 customers in the St. Thomas, Fordville, Hoople, Edinburg and Minto communities were affected by a service interruption on May 17, 2019. The interruption was approximately 1 hour and 16 minutes long from 10:34 a.m. to 11:50 a.m. The cause was a tractor hitting a pole and knocking out a large portion of our Crookston Customer Service Center (North Dakota Territory). This outage was more widespread because our crews were working on a section of the 41.6kV line and the line was switched to an abnormal state at the time the tractor hit the pole.

**June 21, 2019 – Eastern ND**

The communities of Ardoch, Forest River, Gilby, Inkster, Orr, Minto and Fordville were without power on June 21, 2019 from 5:00 a.m. to 6:40 a.m. (1 hour and 40 minutes). The interruption affected approximately 783 customers and the cause was a relay failure at the Minnkota Oslo 115KV Substation. This is a Minnkota Substation.

**June 24, 2019 - Enderlin**

Approximately 701 customers in the Enderlin service area were affected by a service interruption on June 24, 2019. This interruption was approximately 1 hour and 4 minutes long from 10:42 p.m. to 11:46 p.m. The cause was a bird and rain contributing to two blown power bank fuses.

**August 27, 2019 – Eastern ND**

On August 27, 2019, customers in Fordville, Gilby, Inkster, Ardock, Forest River and Minto experienced a service interruption that affected approximately 1,100 customers. Service was out for 1 hour from 7:25 p.m. to 8:25 p.m. A storm with significant lightning caused a pole to burn down. Crews were able to do some switching to get power restored to these customers and a new pole was installed the following day.

**September 2, 2019 to September 3, 2019 – Jamestown**

Customers in our Jamestown service area experienced a service interruption that affected approximately 10,700 customers. The power went out at 4:15 p.m. on September 2, 2019 due to a significant storm that rolled through the area with hail, lightning, and high winds that cause downed trees. This interruption was 3 hours long for 9,700 of these customers with their power being restored by 7:15 p.m. The remaining customers experienced an 11 hour and 15 minute interruption with their power being restored at 3:00 a.m. the following morning.

**October 12, 2019 – St. Thomas, Hensel, Hoople, Crystal and Edinburg**

On October 12, 2019 the communities of St. Thomas, Hensel, Hoople, Crystal and Edinburg experienced a service interruption due to snow and wind causing a transmission line to flap into a distribution line. Approximately 980 customers were without power for 1 hour and 52 minutes from 1:28 p.m. to 3:20 p.m.

**October 14, 2019 – McClusky, Goodrich, Turtle Lake, Mercer, Denhoff, Bowdon and Hurdsfield,**

The communities of McClusky, Goodrich, Turtle Lake, Mercer, Denhoff, Bowdon and Hurdsfield experienced a service interruption when an owl caused issues with the transmission line. The interruption started at 12:33 a.m. on October 14, 2019 affecting approximately 1077 customers. At 1:39 a.m. 818 customers in McClusky, Goodrich, Turtle Lake, Mercer and Denhoff had their power restored. They were without power for approximately 1 hour and 5 minutes. Bowdon's 156 customer's power was restored at 2:45 a.m. (2 hours and 11 minutes) and Hurdsfield's 103 customers power was restored at 3:20 a.m. (2 hours and 46 minutes).

**October 24, 2019 – Garrison, ND**

On October 24, 2019 approximately 966 Garrison customers experienced a service interruption caused by a failed insulator that burned up a conductor. The power was out for 2 hours and 13 minutes from 8:15 a.m. to 10:29 a.m.

**December 14, 2019 – Harvey ND**

Approximately 1419 customers in Harvey experienced a service interruption on December 14, 2019. The interruption was approximately 2 hours and 15 minutes long from 11:30 a.m. to 1:45 p.m. The cause of this interruption was an arrestor failure on the 12.5 side of the transformer.

**December 25, 2019 - Hankinson**

On December 25, 2019 there were 926 Hankinson customers that experienced a 2 hour and 3 minute service interruption from 7:41 p.m. to 9:44 p.m. This interruption was due to iced lines causing a primary transmission line to break and fall into a slough.

**December 26, 2019 – Rutland, Cayuga, Britton, Brampton and Havana**

On December 26, 2019 at 12:54 a.m. the communities of Rutland, Cayuga, Britton, Brampton and Havana experienced a service interruption due to frost and iced lines. Switching was done to get power restored to Britton, Brampton and Havana by 2:40 a.m. (1 hour and 46 minutes) and to Rutland and Cayuga by 4:21 a.m. (3 hours and 27 minutes). All-terrain vehicles were required to identify the transmission issues that caused this interruption.